verification: The state of the art," Pattern Recognition, 22, no.2, 107-131, 1989, which is incorporated herein by reference in its entirety for all purposes.

Biological and biometric sensors 214 interfaced to the kiosk computer 202 provide data that can be used for subsequent biometric identification of the visitor.

5   Biological and biometric sensors 214 collect information associated with a person's body functions, such as a persons weight, a body temperature, a heart rate, a respiratory rate, one or more fingerprints, and an odor. In a specific embodiment, weight is measured using a pad in front of the kiosk. Fingerprints are read through a special mouse, space bar on the keyboard, or touch screen. For a detailed description of techniques for measuring weight, reference

10   may be had to a publication by M.D. Addlesee, A.H. Jones, F. Livesey, and E.S. Samaria, entitled, "The ORL Active Floor," IEEE Personal Communications, Vol.4, No.5, October 1997, pp. 35-41 (ftp://ftp.uk.research.att.com:/pub/docs/att'tr.97.11.pdf), which is incorporated herein by reference in its entirety for all purposes.

In specific embodiments, biometric identification and/or visitor wand

15   identification is used to identify the visitor's presence at a networked office machine, such as a copier, printer, facsimile machine, or the like. Visitors with permission to use the machine are recognized by comparing the visitor's biometric information with a known biometric "signature" for the visitor and authorization information gathered by the visitor kiosk 100. Unconsciously captured images of the documents the visitor processes with the office

20   machine can be sent to the visitor at the end of the visit.

The emotional state of the visitor can be recognized from a combination of biological measurements. Techniques for inferring an emotional state from biological measurements are known in the art. The visitor's emotional state can be determined, and the results communicated to the persons being visited. This information can assist persons being

25   visited in responding to unspoken needs of the visitor. For example, someone who is nervous because she is worried about something at home might enjoy an opportunity to make a telephone call. Accordingly, knowing the visitor's emotional state enables persons at the facility to take action to reassure the visitor.

The business card scanner 216 interfaces to the kiosk computer 202 and

30   resides proximately with the visitor kiosk 100. Event-based software within the user interface of kiosk computer 202 controls the operation of the business card scanner 216. At an appropriate time while interacting with a visitor, the visitor inserts her business card into the scanner. This is detected and the scanner's operation is started. An image of the business card is obtained and saved. An optical character recognition (OCR) program is applied to the

10